

**HOUSEHOLD GOODS MEMORANDUM OF UNDERSTANDING**

**MEMORANDUM OF UNDERSTANDING  
FOR HOUSEHOLD GOODS  
MOVE MANAGEMENT SERVICES**

**Between**

**THE U. S. DEPARTMENT OF VETERANS AFFAIRS,  
OFFICE OF ACQUISITION AND MATERIEL MANAGEMENT (90M)  
Washington, DC**

**AND**

**GRAEBEL VAN LINES, Inc.  
Aurora, CO**

# HOUSEHOLD GOODS MEMORANDUM OF UNDERSTANDING

## **General**

The U. S. Department of Veterans Affairs, Office of Acquisition and Materiel Management (90M), 810 Vermont Avenue, NW, Washington, DC, herein identified as VA Central Office, and Graebel Van Lines, Inc., 401 South Airport Boulevard, Aurora, CO, herein identified as Graebel Move Management Services or Graebel/MMS, herein agree that Graebel/MMS will provide move management services according to the specifications and requirements as set forth in the GSA Tender of Service, Supplement B and this agreement. Services will include, but not be limited to preparing the U.S. Government Bill of Lading (GBL), conducting transferee counseling, making carrier selections, preparing claims documentation, preparing shipment invoices, providing carrier service performance auditing, assigning selected shipments to storage-in-transit (SIT), preparing and submitting service requests to carriers, and preparing and submitting management reports to VA and participating carriers.

## **Definition**

HHGFR: VA Household Goods Field Representative (HHGFR or VAHHGFR). After a travel authority has been issued, this person has the authority to further obligate VA to expend funds to support a course of action necessary to continue the progress of a household goods shipment to its destination. The HHGFR is the primary source for initiating a move management service request under this agreement.

## **1. Initiation of Service and Authorizations**

- a. HHGFR will notify Graebel/MMS in writing, by telephone, fax, or other electronically agreed upon method for their transferee moves. The following information is necessary for Graebel/MMS to initiate a move.
  - i. Transferee name
  - ii. Phone number
  - iii. Travel Authorization Number
  - iv. Accounting information
  - v. Excess valuation requested above the VA standard valuation
  
- b. The HHGFR will provide Graebel/MMS with a telephone number to contact the transferee for counseling purposes. Graebel/MMS will attempt to contact the transferee within 24 hours after receiving the initial request for move management services. If Graebel/MMS is unsuccessful in contacting the transferee within 48 hours, Graebel/MMS will advise the HHGFR.
  
- c. Graebel/MMS may self-authorize accessorial services in the Government Rate Tender (GRT) STB HHG 415 up to \$300. If required additional services exceed this limit, Graebel/MMS must contact HHGFR to obtain written authorization (fax, e-mail) before such services may be ordered. The intent is to maintain the progress of a move that would be otherwise delayed. All Graebel/MMS self-authorized services shall be subject to review and approval by the HHGFR.

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- d. In the event Graebel/MMS fails to obtain the written approval/ authorization for additional accessorial services, Graebel/MMS will be personally and financially liable to the carrier for those charges.
- e. Graebel/MMS will contact the transferee and provide information, guidance and/or instructions regarding all aspects of the move. These topics include but are not limited to the following.
- i. Entitlements under the FTR and VA policy;
  - ii. Pre-move survey responsibilities;
  - iii. Level of service (released valuation) and excess valuation;
  - iv. Disassembly and reassembly of household furniture;
  - v. Shipment and storage services that are paid by the Government;
  - vi. Authorized storage-in-transit (SIT) and extra pick-ups and drop-offs;
  - vii. Name/address of destination SIT and delivery out of storage procedures;
  - viii. Appliance servicing;
  - ix. Do-it-yourself moves with reference to SIT, allowable costs & liability issues;
  - X. Movement of personally owned vehicles (POV) & alternative methods.
- f. Graebel /MMS will instruct all VA transferees that additional pickups or drop-offs occurring in a direct route from the origin to destination are normally allowable. Out of route exceptions must be approved by the HHGFR, who will advise Graebel/MMS of their decision. These additional actions must be shown on the GBL with any associated charges payable by the transferee.
- g. The HHGFR may request on-site service inspections at either the shipment origin or destination point for an additional charge of \$25.00 per inspection.

### **2. Carrier Selection Criteria**

- a. The VA HHG Program Manager (92A) will provide a list of program carriers/ independent agents to Graebel/MMS that will be used on an equitable rotating basis. The HHGFR also reserves the right to select a program carrier from the list for each move and advise Graebel/MMS of the selection. See Attachment A.
- b. When intrastate moves and peak season urgent moves are requested, Graebel/MMS may use VA's special rate tenders filed with GSA if VA program carriers are not available. Upon occasion, Graebel/MMS may select a carrier from the GSA Centralized Household Goods Program approved carriers list.
- c. The VA HHG Program Manager (92A) and Graebel/MMS have established the following criteria to be used in monitoring a carrier's performance.
- i. Professionalism and courtesy of carrier personnel;
  - ii. Performance of the pre-move survey;
  - iii. Containment of the pack, load and delivery by the participating carrier;

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- iv. Quality of overall carrier service and responsiveness to requests;
- v. Processing, handling, and settlement of claims and other problems;
- vi. Review of the SF-3080 evaluations.

### **3. Preparation and Distribution of GBLs**

- a. VA HHG Program Manager (92A) will provide Graebel/MMS with an initial supply of 1000 preprinted GBLs or virtual GBL numbers.
- b. Graebel/MMS will prepare GBLs prior to shipment pickup and forward the GBL to the carrier in a timely manner.
- c. VA HHG Program Manager (92A) will provide Graebel/MMS with GBL preparation instructions and a sample GBL that will identify all pertinent GBL data elements and information. See Attachment B.
- d. Graebel/MMS will maintain accountability records and physical control of the GBLs supplied and manage their distribution to comply with the terms of the GSA Tender of Service, Supplement B.
- e. Graebel/MMS will request a GBL re-supply when the GBL inventory falls below 50.
- f. Graebel/MMS will provide the HHGFR with a copy of each GBL and/or GBL Correction Notice (SF 1200) within 3 days after being sent to the carrier. If the "virtual" GBL is used, then no GBL copy will be available.
- g. Graebel/MMS will issue separate GBL's for the shipment of household goods, unaccompanied baggage, and personally owned vehicles for offshore shipments or domestic moves.

### **4. Valuation Charges**

- a. Graebel/MMS is authorized to order \$6.50 valuation coverage on all shipments of household goods at no cost to the VA or to the transferee. The GBL will reflect full value replacement. Carrier invoices shall not list standard shipment valuation charges. Excess shipment valuation shall be charged at \$0.18 per \$100 of excess value.
- b. When excess shipment valuations are requested the VA transferees must make the request in writing. Graebel/MMS will inform the transferee that they will be financially responsible for the excess valuation cost and advise the HHGFR of the excess valuation request. Any excess valuation must also be shown on the GBL.

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c. In the event Graebel/MMS fails to obtain a written excess shipment valuation request prior to shipment pick-up from the transferee, Graebel/MMS will be held personally and financially responsible for payment of any charges to the carrier.

### 5. Service Auditing

a. Graebel/MMS will require that all carrier billings be sent directly to Graebel/MMS to be pre-audited. Within five (5) calendar days after receipt of the carrier's billings, Graebel/MMS will certify on the invoice that the services billed by the carrier were necessary, properly authorized and actually performed.

b. Graebel/MMS will "flag" any invoices that contain excess valuation charges and/or additional pickup/ drop off charges so the VA Austin Finance Center can initiate collection letters for these charges. Within 24 hours of invoice certification, Graebel/MMS will forward carrier invoices to:

National Traffic Services, Inc.  
151 John James Audubon Parkway  
Amherst, NY 14228

c. At the request of the HHGFR, carriers will be required to perform on-site origin or destination service inspections.

### 6. Management Reporting

a. Graebel/MMS will submit the following monthly reports to the VA HHG Program Manager (92A) within 15 days of the end of the month:

- i. Order and Contact Report
- ii. Shipment Report
- iii. Claims Report
- iv. Carrier Report
- v. GBL Log Sheet
- vi. Raw Shipment Data Spreadsheet Format – See Attachment C
- vii. GSA Form 3080 Report

b. Graebel/MMS will provide these annual reports to the VA HHG Program Manager (92A) by December 1st for the preceding fiscal year ending September 30<sup>th</sup>.

- i. Overall shipment report
- ii. Overall claims report

c. Graebel/MMS will prepare and submit a report to the VA HHG Program Manager (92A) on all authorized additional move management services, such as on-site inspections, that are requested by the HHGFR.

d. Graebel/MMS will telephonically obtain transferee responses for the *GSA Form 3080, Household Goods Carrier Evaluation*, as soon as possible after completion of

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delivery of the transferee's household goods to the residence. For each relocation, the original Form 3080 will be sent to the HHGFR to complete the GBL Issuing Officer's Response and then be forwarded by the HHGFR to GSA. Graebel/MMS will use its best efforts to insure all Form 3080's are completed and returned. The SF-3080 evaluation forms will be provided by Graebel/MMS.

e. GRAEBEL/MMS will conduct semi-annual performance reviews with the VA HHG Program Manager (92A).

### **7. Accessorial and Third Party Services**

VA HHG Program Manager (92A) will supply Graebel/MMS with a listing of all services that may or could arise during the process of the relocation of an transferee's household goods, such as a shuttle service, third party appliance servicing, elevator charge, long carry, Saturday or Sunday delivery, crating, etc. Graebel/MMS will identify those services required for a particular move and obtain the necessary HHGFR approvals or confirmations.

### **8. Billing Information**

The selected carrier will submit a bill and receive reimbursement from Graebel/MMS who will then submit an invoice to the VA Austin Finance Center and receive reimbursement from the VA Austin Finance Center.

### **9. Storage**

a. Storage-in-transit (SIT), when required, is generally authorized without prior approval for an initial storage period not to exceed ninety (90) days. The initial period may be extended in 30 day increments or in one ninety (90) day increment, the total not to exceed 180 days of SIT. The transferee will be counseled as to the period of authorized storage.

b. Graebel/MMS will require the carrier to obtain authorization from Graebel/MMS before the placement of the shipment into SIT at origin and/or destination.

c. Graebel/MMS will notify both the transferee and the HHGFR of the actual location for the SIT within five (5) calendar days after delivery into SIT. This notification will be provided in writing and will clearly state the date of expiration of the initial authorized storage period.

d. Graebel/MMS will instruct all VA transferees to submit a written request to the HHGFR for any extension of SIT beyond the initial authorized period. The HHGFR will notify Graebel/MMS of additional authorized SIT. If additional SIT storage is desired by the

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transferee but not approved, the transferee will be advised of their responsibility for storage charges.

### **10. VA and Graebel/MMS Contact Information**

- a. Graebel/MMS employees, Pamela Klementis, Kris Gaylor, and Bob Burke are authorized to receive shipment requests and initiate claim preparation documents. Each may be reached at (800) 723-2394.
- b. Graebel/MMS will assist the transferee to process and manage claim settlements.
- c. HHGFRs are authorized to order move management services on behalf of the VA HHG Program. See attached list in alphabetical sequence by facility or visit the VA home page at [www.va.gov](http://www.va.gov) for the list of HHGFRs. Once on the VA home page, select *organization*; then select the *HHG Program* button on the left. The first selection is the list of HHGFRs.

### **11. Further Agreements**

- a. Graebel/MMS will obtain written pre-authorizations from the HHGFR to conduct a telephone pre-move shipment survey or to perform a shipment pick-up or delivery on a Saturday, Sunday or Holiday.
- b. Graebel/MMS will notify the HHGFR whenever the actual weight of the household goods shipment exceeds the estimated weight indicated on the pre-move survey by 10 percent or more. The HHGFR will determine whether or not a re-weigh of the shipment will be requested. This re-weigh request shall be in writing. An actual shipment weight in excess of 110 percent of the pre-move survey weight must be acceptably justified to the HHGFR by Graebel/MMS before payment for the excess weight exceeding 110 percent may be approved.
- c. Graebel/MMS will maintain 24 hour telephone accessibility for the VA transferees and the HHGFR for the resolution of problems during a relocation.
- d. Graebel/MMS will provide the transferee a pocket-sized pamphlet listing procedures and relevant information for use by the transferee.
- e. All amendments and/or changes to this agreement must be in writing and signed by Graebel/MMS and the VA Household Goods Program Manager (92A).
- f. This MOU is effective from November 1, 1998 and will remain in effect until terminated by either party. Either party may terminate this agreement by filing a thirty-day notice of an intent to terminate the agreement. In no instance will this MOU exceed

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the terms of the GSA Tender of Service, Supplement B, for the participation of licensed brokers.

g. Optional origin or destination inspection services, as defined under this agreement, may be requested in writing and by contacting Robert Burke, (800) 723-2394 at Graebel/MMS headquarters.

### ***VA Representatives:***

**William R. Bardwell  
Traffic Manager (92A)  
VA Central Office  
Washington, DC**

**Charles E. Roberson  
Associate Deputy Assistant Secretary for  
Program Management and Operations**

### ***GRAEBEL/MMS Representative:***

**Robert Burke  
Vice President  
Graebel/MMS**